



## Institute of Dental Sciences, Jammu (Jammu & Kashmir) Action Taken Report on the Stakeholders feedback AY 2020-21

### 1. Graduates' feedback of the Overall Effectiveness of the institution

- I. A committee was constituted to inspect the quality of food in the hostel & college canteen. The committee found that the quality of food in the hostel was in boot quality, but it was recommended that as per the food habits of the students from different regions. The hostel must provide a variety of food on its menu. As per the report of the committee, the canteen manager was strictly instructed to improve the quality of the food items.
- II. Department of students activity was asked to prepare an activity planner & submit it to the chairman of students' welfare activity.
- III. Department of community dentistry planned more community dental camps and involve more students from the first & second & years BDS program.
- IV. Wi-Fi has been installed in the hostels.
- V. The supervision work of the students' clinical activities in the OPD has been tightened.
- VI. Department of community dentistry organizes more oral health awareness programs in the nearby villages, slums & labor colonies to attract more patients to the college hospital. The OPD treatment is free from any charges.
- VII. Extracurricular, co-curricular & community activities are integrated with the curriculum.
- VIII. The teachers were told to go for remedial teaching & to conduct enrichment programs to improve weak students & to motivate the talented students.
- IX. The teachers were instructed to work on the feedback of the students.

### 2. Action was taken report on the feedback of community members (Ref. Annual Societal/community Survey 2020-21)

- I. The OPD staff, doctors & students are given proper instruction to treat the patients with an interest in the service to the community.
- II. The OPD services have been made free to accept the x-ray & laser treatment.
- III. The proposal to give merits scholarship to the poor students has been presented to the management.
- IV. The college has appointed some volunteers in the village to improve awareness among the people regarding oral health. The volunteers were given training & incentives for their work. As a result, there is an increase in the number of patients in the college hospital.
- V. The proposal to start the P.G. program in major dental specialization has been submitted to the management.
- VI. The OPD time has been increased.
- VII. Faculty development programs (FDP) are being organized by experts from reputed dental institutes & professionals with international exposure.

### 3. Hostlers' feedback of the overall effectiveness of the Hostel Services of IDS

- I. The internet connection to the hostel has been improved from 10 Mbps to 25 Mbps.
- II. Inverters & generators are installed in the hostel to meet the risk of power cuts.

- III. The food items in the hostel, the mess has been checked and proper instruction given to the contractor in this regard it is found that the food items are now quite improved
- IV. Transport facilities are given to the students on the weekend & library we have been extended up to 7 pm.
- V. The students are requested to lodge their complaints on Whatsapp group where the warden, the principal, and the members of the management are networked or connected.
- VI. Any complaints/issues related to any matter in the hostel are tried to address in 24 hours.
- VII. The menu of the food items for a week is tested /notified on the noticed board of the hostel in advance.
- VIII. A committee has been constituted which is responsible to visit the hostel mess to check the quality of the services, food items & support services whether meet up to standard.
  - a. Any negligence in this regard is strictly addressed.
- IX. The members visit the hostel & find out the services at the spot.
- X. The college is signed an MOU concerning pest control in the hostel & the buildings of the college. So far it is found that the company is doing a good job & the pest control activities are done every 3 months.
- XI. So far as the drinking water is concerned all water RO is repaired & and AMC is signed with a company to check the quality of the water in the RO & immediately maintained the required system.
- XII. Any grievance against any staff/warden/management is addressed through a competent committee and the necessary actions are taken.
- XIII. A Gymnasium is under construction on the ground floor for the students. There is a water RO system installed on each floor of the hostel. A provision to take the students for an outing on the weekend has been started.

#### **4. Parents' Feedback on the effectiveness of IDS**

- I. It has been decided to inform the parents regarding the prospects & problems of the students related to their studies, their behavior of conduct, their achievements, Etc.
- II. It has been decided to conduct a parent-teacher meeting every six months where the parents can express their ideas can give their feedback on the various aspects of the institutions.
- III. The schedule of classes, practical work, clinical works have been posted on what's app group of the parents. So that they can understand the functioning of the academic schedule of the college.
- IV. It has been decided that some local parents are to be involved in the Dental camps organized in their locality. So that they can witness the engagement of their children in the camps.
- V. It has been decided to invite more experts from the industries & academia to give carrier-related teaching & training to the students. The schedule of any such events would be informed to the parents.
- VI. More extracurricular activities & co-curricular activities are integrated with the curriculum as per the feedback received from the parents as well as the students.
- VII. It has been decided to organize more field trips to the hospitals/dental clinics for the students from the 1st year onwards. So that they would get proper exposure towards the dental profession.
- VIII. The faculties are instructed to inform the parents regarding the involvement/engagement of the child in various activities & their achievements.
- IX. The staff, members in the admission office, the hostel, in the OPD are instructed to behave with full professionalism with the students, parents & guests.

- X. 2 staff development programs were organized on professional etiquette, advanced communication skills, and soft skills.
- XI. To receive the feedback from the parents around the year a what's app group has been created where the parents can post their ideas, opinions, feedback, complaints which would be taken carefully and addressed sincerely.
- XII. One hour a week has been given for each faculty for academic counselling.
- XIII. There are provisions for psychological counseling, carrier counseling for the students by qualified professionals.
- XIV. The college has created a peer counseling group where the bright students keep on helping the weak students in their academics.
- XV. More emphasis is given to the practical aspect of the course from the very beginning of the program in a very systematic manner.

### **5. Stakeholders evaluation of the effectiveness of IQAC**

- I. It has been decided that the stakeholders' feedback questionnaires are revised & updated every 3year by a committee.
- II. Emphasis is given on the outcomes of the surveys/feedback.
- III. It has been decided that the IQAC would present the various forms of quality system in the college, in the faculty meeting once every quarter.
- IV. It has been decided that the members of IQAC must educate the OPD staff, office staff, security staff, hostel staff & staff of support services regarding the quality & standard, they are required to be maintained through their work.
- V. All assessment instruments are to be reviewed & unnecessary stimuli need to be removed from the questionnaires.
- VI. It has been decided to keep the questionnaire small, short but focused and meaningful. So that the outcomes of the surveys would meet the purpose.
- VII. It has been decided that IQAC would publish the action taken reports of the stakeholders' feedback, The MOM of the quarterly meeting on the website of the college concerning mandatory disclosure.
- VIII. The IQAC would work as an advisory body with the different departments of the college, but it will never interfere in their work.
- IX. The IQAC would invite experts from the industries and academia to conduct various programs related to the quality improvement of the college.
- X. The IQAC would work continuously to close the loop
- XI. The IQAC needs to prepare the annual report for the college.
- XII. The IQAC will take necessary initiatives to establish the quality aspects of the college as per the guidelines of DCI, Affiliating University & NAAC.
- XIII. It has been decided that the member of the IQAC would review the course file and course syllabus along with the office of the Director Academics to improve its quality.
- XIV. It has been decided that the IQAC would give sufficient time to the department to produce the data required for various submissions to the university, DCI, NAAC, AISHE, NIRF, etc.
- XV. It has been decided that IQAC will not accept any substandard /manipulated documents received from any source.

## **6. Students' feedback of faculty**

- I. The faculties are requested to mat the understanding level of students and accordingly change the methods of teaching. Faculties are requested to make their lectures interactive. The teachers are requested to entertain students' grievances
- II. The faculties are requested to upload the study material on the YouTube channel of the college. This will help the students to study the material /the course efficiently.
- III. The faculties are instructed to take up the practical work in the lab & in the OPD seriously & to see / to give individual attention to the weak students to clear their doubts then & there and to take their feedback to understand the outcome of the work.
- IV. The college has organized three faculty development programs concerning the effectiveness of teaching, learning & evaluation by the experts.
- V. Each faculty has been requested to give some time to the students to clear their doubts and to try to encourage them to ask questions.
- VI. The faculties are requested to create a friendly environment in the class & motivate the students to clear their doubts and to participate in the teaching & learning process. Dean academics have been requested to discuss the complaints of the students/parents with the faculty anonymously to develop a good environment in the college.
- VII. The faculties are requested to change the sitting position in the class / to teach in a loud voice so that the students sitting in the back of the class can hear the lecture.

## **7. Students Evaluation of BDS Internship Program**

- I. The faculties are instructed to discuss new innovative techniques and research findings during the pre-internship training of the students.
- II. The internship hospitals are requested to put strict guidelines for everyone to follow COVID protocols, in a true sense so that the interns & the patients are safe.
- III. The hospital authorities are requested to give more exposure to the interns of IDS in terms of patient contacts so that the internship program will be purposeful for the students. The internship supervisors are given full freedom to collaborate with the hospitals in this regard.
- IV. If it is observed that the hospitals are not cooperating in the internship program after repeated requests then it is decided to report to the management of IDS since IDS believes in the satisfaction of the students as one of its mission statements.
- V. It has been decided that the feedback should be collected from the interns regularly and actions would be executed at the earliest possible time. More time to be given to the clinical departments like conservative dentistry, endodontic and oral surgery, orthodontics department in the hospital.
- VI. It has been decided that the college will be collaborating with the internship hospitals while organizing dental camps in the community.
- VII. The college is organizing career counseling sessions to develop the awareness of the students in the dental profession. Experts from the industries are invited to conduct carrier orientation programs.
- VIII. As per the feedback received from many students, the long posting in public health dentistry has been reduced from 3 months to 2 months and the 1 month time is given to clinical departments like conservative dentistry, oral surgery, orthodontics, and endodontic.
- IX. As per the feedback of students, the teachers who efficiently conducted their responsibility and are accountable are recognized by the college management.

- X. The provision of masks & gowns is strictly executed during the internship for the students and the patients.
- XI. As per the feedback received from the students the proposal to start the PG program has been initiated. The feasibility studies and market research etc have been completed and the proposal has been submitted to the college management for approval.
- XII. The faculty supervisor is instructed to meet the doctors of the hospital who are supervising the students /interns during the internship & discuss with them the feedback of the students to get the internship more effective.
- XIII. Remedial teaching and training are started in the hospital for weak students. Students who are found absent during the internship program are not given a course completion certificate by the college. Moreover, the parents are being informed about the absence of their wards in the internship.
- XIV. The college has started recruiting graduates as faculty based on their performance in the BDS program.

#### **8. Students' satisfaction survey on the overall performance of the institution:**

- I. The Labs and OPD are instructed to keep the practical materials/resources available for the students.
- II. More emphasis is being given to the clinical teaching of the students.
- III. The hygienic system of the hostel & mess has tremendously improved after strict guidelines are executed by the college.
- IV. The provision to organize more sports activities has been executed in the college.
- V. It has been decided to organize annual functions, fests, etc. for the students with the COVID guidelines issued by the Govt.
- VI. The students' welfare department has been instructed to give more exposure to the students in extracurricular activities by preparing them for inter-college competitions.
- VII. The speed of Wi-Fi/internet has been increased.
- VIII. The OPD timing has been extended to give more exposure to the students.
- IX. The furniture of the hostel is repaired & the old furniture's are replaced with the new one.
- X. A proposal to start a graduate's ceremony along with the college annual day has been submitted to the management based on the feedback received from the students.
- XI. The faculties are requested to make their lecture more interactive & give individual attention to each student, especially the students who are weak in subjects.
- XII. A proposal to re-install the ATM has been given to the bank & their response is awaited

#### **9. Alumni Feedback on the overall effectiveness of the Institution**

- I. Based on the feedback received from the alumni, the college has taken initiatives to increase the patient flow in the OPD & the internship hospitals by developing awareness in the community through free dental camps. This is helping the people to know about the service offered by IDS free of cost.
- II. A proposal to build an auditorium in the college premises is in the pipeline.
- III. More co-curricular, extracurricular & social activities are integrated with the curriculum based on the feedback of the stakeholders.
- IV. Due attention is given to the academics of the college and all members of the faculty are strictly instructed to go for an unbiased and impartial evaluation.

- V. Based on the feedback from alumni the seminar club has been started in the college in 2016. The students are given opportunities to present the findings of their case study/project in the seminar. This way their communication skill is getting improved.
- VI. The college has a placement cell that was established in 2015, now the placement cell is organizing various career talks, career counseling sessions by inviting alumni, experts from the industry.
- VII. As per the DCI norm to start a medical OPD is not possible in IDS.
- VIII. Educational tours and industrial visits are in the schedule of the college which is being organized with the lookout of the student welfare department.
- IX. The Wi-Fi connectivity has been improved in the campus, hostel. The facilities in the library have been improved by adding more e-journals, e-textbooks, internet connectivity and the library hour has been increased for the students living on the campus.
- X. As per the feedback received from the alumni, the sports activity is given more emphasis on the campus; part-time coaches are appointed to make the students engaged in the sports activities.

#### **10. Employers' Feedback on the overall performance of the IDS graduates**

- I. Based on the employer feedback the college has taken serious action on the quality of internship programs conducted in the academic hospitals of the college.
- II. The CDE (Comprehensive Dental Education Program) is being conducted every 15 days.
- III. The transportation facility has been improved for the faculty & students.
- IV. A proposal to start the PG program in the college has got approval from the management and the preparation in this regard has been started.
- V. The college management is interested to start short-term courses such as Dental hygienist, Dental Assistant, etc. Accordingly, a recognized consultancy service has been engaged in conducting market research & feasibility studies. As soon as the results of the research are available the report will be submitted to the college.
- VI. The website of IDS has been reorganized with all required contents so that the employer can visit the website and get the information required about the functioning of the college.
- VII. It has been decided to communicate the achievements of the college to the employers regularly. So that the relationship with the college and employer would be developed.
- VIII. It has been decided to conduct employer meetings with the staff & college management to address the feedback and opinion of the employers.